

# MEDIA RELEASE

City of Williams Lake



## For Immediate Release

March 23, 2020

03-11

Tel: 250-392-2311  
Fax: 250-392-4408  
450 Mart Street  
Williams Lake, BC  
V2G 1N3

## City of Williams Lake Emergency Operations Centre Activated

The City of Williams Lake will activate its Emergency Operations Centre (EOC) effective 8:30 am, Tuesday, March 24<sup>th</sup>, 2020 at a Level 1 (low risk) and will continue to monitor the COVID-19 situation throughout the immediate area.

The activation of the EOC is a proactive measure to ensure there are appropriate resources and a coordinated local plan to support the Province of British Columbia's response plan, and to ensure the continuation of essential City services.

With this in mind, the City has decided to further reduced its staffing level as a safety precaution following the recommendation of the Provincial Health Officer, has encouraged all available staff to work remotely where possible and has made operational changes to ensure adequate social distancing. With the reduced staffing level, the City will continue to provide services to our residents where possible, and will maintain essential services at all times. During the Level 1 activation, the EOC will be operated with virtual staff support as much as possible.

Upon activation of the EOC there will be a dedicated phone line for residents to call with operational or non-medical related questions. Our staff will provide answers and direction toward available resources. This phone line is **250-392-2364**.

As well, the public can call **1-888-COVID 19** from 7:30 am – 8 pm for any non-emergency questions/concerns re: COVID. The 1-888-COVID19 line (1-888-268-4319) is to provide non-medical information or help people decide if they should seek testing. It also accepts text messages to 604-630-0300. The Health Link 811 number is active, but callers may experience some delays.

The City encourages all individuals to continue to practice self-isolation and social distancing methods, to only leave your home if absolutely necessary, and to practice effective hygiene. It is imperative that we do all we can to mitigate this situation.

The City will update its residents as soon as any developments occur. For up-to-date information regarding the local response to the COVID-19 situation, with relevant links to current information, visit

[www.williamslake.ca/COVID-19](http://www.williamslake.ca/COVID-19)

--

### Media Contact:

Guillermo Angel  
Corporate Engagement Officer  
gangel@williamslake.ca  
250.392.8483